

Compliance Office

Department Overview

The Compliance Department promotes health, safety, and welfare of Gallatin County residents through the administration and enforcement of Gallatin County Codes. The Department supports the Planning, Road and Bridge, and Environmental Health Departments, and the Attorney's Office.

During FY 04, the first year of the program, the Code Compliance Specialist revised enforcement procedures for 14 zoning regulations and the City-County Wastewater Regulation, and revised the Community Decay Ordinance. The Code Compliance Specialist achieved compliance on 20 out of 33 alleged violations (61%), and developed a Compliance Department website.

Department objectives for FY 06 include revising enforcement procedures for floodplain violations, providing enforcement language for new zoning districts, achieving compliance with the MT Water Quality Act at Hebgen Lake Estates, establishing an enforcement process for the MT Clean Indoor Air Act, providing compliance information to the public, and achieving compliance on outstanding and additional violations. The Code Compliance Specialist reduced hours to 36 per week for FY 06.

The Department was one of the first that volunteered for the Performance Measurements, and has completed the standard process. The department is in the process of identifying and implementing specific Workload indicators to validate the established Performance Measures.

The Department is committed to the needs of the county with respect to all areas that are currently under its purview. The Department will expand its area of response as needed, and in compliance with any code or regulation adopted by the State and/or County.

- Provide information to the public that promotes compliance with County regulations and ordinances.
 - Maintain and develop skills necessary to effectively enforce County laws, regulations and ordinances.
 - Provide enforcement support to other County Departments as needed.
 - Short-Term goal to develop a comprehensive enforcement program for the enforcement areas mentioned previously.
 - Long-Term goal to expand scope and mission, and develop enforcement programs as needed.
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Recent Accomplishments

- Enforcement of
 - 16 zoning regulations;
 - Subdivision Regulations;
 - Gallatin County Floodplain ordinance;
 - Community Decay Ordinance
 - Road Encroachments; and,
 - Gallatin City-County Waste Water Regulations.
- Maintained a minimum 50% closure rate on violations.

Department Goals

- Consistently administer county-wide enforcement.
- Create Incentive for compliance.
- Increase efficiency by improving communication and coordination between departments and agencies.

GENERAL GOVERNMENT

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Department Budget

Object of Expenditure	Actual FY 2004	Budget FY 2005	Actual FY 2005	Request FY 2006	Preliminary FY 2006	Final FY 2006
Personnel	\$ 28,191	\$ 57,442	\$ 46,161	\$ 56,730	\$ 52,427	\$ 53,400
Operations	6,306	12,429	6,196	16,904	16,904	16,904
Debt Service	-	-	-	-	-	-
Capital Outlay	5,809	625	-	1,625	-	-
Transfers Out	-	-	-	-	-	-
Total	\$ 40,306	\$ 70,496	\$ 52,357	\$ 75,259	\$ 69,331	\$ 70,304

Budget by Fund Group

General Fund	\$ 40,306	\$ 70,496	\$ 52,357	\$ 75,259	\$ 69,331	\$ 70,304
Special Revenue Funds	-	-	-	-	-	-
Debt Service Funds	-	-	-	-	-	-
Capital Project Funds	-	-	-	-	-	-
Enterprise Funds	-	-	-	-	-	-
Internal Service Funds	-	-	-	-	-	-
Trust & Agency Funds	-	-	-	-	-	-
Total	\$ 40,306	\$ 70,496	\$ 52,357	\$ 75,259	\$ 69,331	\$ 70,304

Funding Sources

Tax Revenues	\$ 19,316	\$ 33,784	\$ 25,091	\$ 25,887	\$ 23,848	\$ 24,284
Non-Tax Revenues	21,949	38,389	28,511	25,177	23,194	22,525
Cash Reappropriated	(958)	(1,676)	(1,245)	24,195	22,289	23,495
Total	\$ 40,306	\$ 70,496	\$ 52,357	\$ 75,259	\$ 69,331	\$ 70,304

Department Personnel

Personnel Summary

No	FT/PT	Title	FTE
1	Full-Time	Compliance Specialist	0.75
Total Program FTE			0.75

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2006 Budget Highlights

Personnel

- Code Compliance Specialist voluntarily reduced hours to 36 hours per week to support Commission initiative to reduce expenses.

Operations

- The increase in budget is from the charging of Building Maintenance to the department. This cost was absorbed within another department in the past.

Capital

- Capital Outlay for reserves were not approved.

County Commission Goals/Department Response

The County Commission established a set of overarching goals for the county government. Listed below are the County Commission's goals, followed by the methods by which the Compliance Department is striving to fulfill those goals.

Exceptional Customer Service

- Advise property owners and the public on compliance with appropriate regulations.
- Develop and maintain website to provide compliance information to the public.
- Develop and maintain database to record and track alleged violations.
- Inspect property for compliance with County regulations, and monitor sites to ensure compliance by established deadlines.
- Speaks and writes clearly so that the appropriate information is conveyed in an effective manner.
- Reports and recommendations are timely, technically sound, and in accordance with current laws and policies. Project files contain information necessary to support administrative actions and/or litigation.

Be Model for Excellence in Government

- Defines short and long term goals and objectives, and makes provisions for their achievement.
- Manages assignments and prioritizes work effectively, and completes work with minimal supervision.
- Stays within budget.
- Participates in training courses to advance knowledge, skills, and abilities.

Improve Communications

- Speaks and writes clearly so that the information is conveyed in an effective manner.
- Communicates honestly and openly. Creates an environment that promotes the active sharing of information and ideas.
- Works as a team to accomplish goals and objectives. Shares knowledge, expertise, information, and credit.
- Responsive to feedback from customers and peers to improve personal and organizational effectiveness. Provides feedback to others in a useful, constructive manner.

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WORKLOAD INDICATORS/PERFORMANCE MEASURERS

Workload Indicators

Indicator	Actual 2003	Actual 2004	Actual 2005	Projected 2006
1 . Public phone calls / walk-ins (beginning June 2004)	NA	350	500	800
2 . Monthly reports (beginning June 2004)	NA	monthly	bi-monthly	bi-monthly
3 . Violations database updated weekly.	NA	weekly	bi-weekly	bi-weekly
4 . Investigations / Work products on time.	NA	95%	85%	80%
5 . Maintain 50% closure rate in violations database.	NA	67%	73%	65%
6 . # of inspections	NA	85	91	125
7 . # of letters written to alleged violators.	NA	55	51	80
8 . # violations	3	46	31	50
9 . Avg. # violations per month	1.5	3.8	3.9	4.2

Performance Measures

Measure	Actual 2003	Actual 2004	Actual 2005	Projected 2006
1 . Respond to 95% of public inquiries within 3 business days.				
2 . Provide monthly Compliance reports.				
3 . Update violations database weekly.				
4 . Work products completed on time.				
5 . Maintain a minimum 50% closure rate in violations database.				
6 . Conduct investigations within 10 bus. days of complaint/deadline.				
7 . Contact alleged violators within 5 bus. days of investigation.				

Commentary

Numbers reflect actual year data, not fiscal years.
 Was on extended leave for approximately 4 months in 2005.
 2006 numbers are projected based on current workload.
 Some numbers (# phone calls, letters written) are approximate.